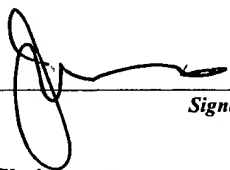
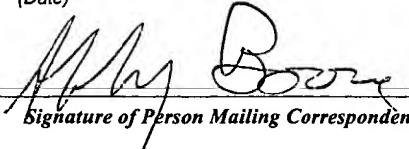


<b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>					Docket No. <b>6065-77779</b>	
Applicant(s): <b>Craig R. Shambaugh et al.</b>						
Application No. <b>09/670,093</b>	Filing Date <b>09/26/2000</b>	Examiner <b>Albertalli, Brian Louis</b>	Customer No. <b>24628</b>	Group Art Unit <b>2655</b>	Confirmation No. <b>3663</b>	
<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; border-radius: 50%; padding: 10px; margin-right: 10px; text-align: center;"> <b>U.S. PATENT &amp; TRADEMARK OFFICE</b>  <b>MAY 16 2005</b> </div> <div> <b>INVENTION: METHOD OF CREATING SCRIPTS BY TRANSLATING AGENT/CUSTOMER CONVERSATIONS</b> </div> </div>						
<u>COMMISSIONER FOR PATENTS:</u>						
Transmitted herewith is an amendment in the above-identified application.						
The fee has been calculated and is transmitted as shown below.						
<b>CLAIMS AS AMENDED</b>						
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE	
TOTAL CLAIMS	26 -	26 =	0	x \$50.00	\$0.00	
INDEP. CLAIMS	4 -	4 =	0	x \$200.00	\$0.00	
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00	
<b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT</b>					<b>\$0.00</b>	
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account <b>23-0920</b> <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. <input type="checkbox"/> Payment by credit card. Form PTO-2038.						
<b>WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.</b>						
 _____ <i>Signature</i>  <b>Jon P. Christensen</b> <b>Reg. No. 34,137</b>			<b>Dated: May 12, 2005</b>  <div style="border: 1px solid black; padding: 5px;">             I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on  <b>May 12, 2005</b>              (Date)    <i>Signature of Person Mailing Correspondence</i>  <b>Abby Boone</b>              Typed or Printed Name of Person Mailing Correspondence           </div>			
cc:						



77779

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Craig R. Shambaugh, et al.

Art Unit: 2655

Serial No.: 09/670,093

Filed: September 26, 2000

For: METHOD OF CREATING SCRIPTS BY TRANSLATING  
AGENT/CUSTOMER CONVERSATIONS

Examiner: Albertalli, Brian Louis

Attorney

Docket No.: 77779

AMENDMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-0001

Sir:

In response to the Office Action of April 28, 2005, please amend the above-identified application as follows: